

ITS Technical Bulletin
REQUIRING DNS NAMES TO ACCESS THE STATE'S MAINFRAME

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Background

Currently, over 3,000 customers are accessing the State's mainframe using TCP/IP. These 3,000 customers must have TN3270 emulation client software installed and configured on their PCs before a mainframe session can be made. Information Technology Services (ITS) has found that installation is being done by LAN Administrators, vendors, and individuals who use the PCs. We have also discovered that the configurations of the TN3270 client software are being done in two different ways:

- pointing to a specific IP address, i.e., CPU3 (204.113.10.13), or,
- pointing to a Domain Name Server (DNS) which allows the customer to put in a name instead of an IP address, i.e., CPU3 (ITSMF3). The DNS then converts ITSMF3 to 204.113.10.13.

Proposal

ITS proposes that all customers access the State's mainframe using DNS names so that future required system changes can be made with minimal customer impact. This will require work, but the benefit will be well worth the effort and the cost. ITS proposes that each agency use their two character account code as the first part of the DNS name, i.e., Work Force Services would be WSMFP; Recovery Services would be RSMFP; and so on.

For the past two months ITS has been working with customers who are using CPU3; over 1,500 have made the new DNS changes. The agencies using CPU3, and ITS, will convert all CPU3 customers to the new DNS names next month.

Schedule

On October 13, 1999, at 6:00 a.m., the DNS name of ITSMF3 and IP address 204.113.10.13 will be disabled. At that time only those customers that are using the new DNS names for CPU3 will continue to work.

Contacts

The following is a list of agencies that use CPU3, and the contacts and phone numbers that they would like called if any of their personnel fail in connecting to CPU3 on October 13th.

| Agency | Contact | Phone Number |
|------------------------------------|------------------------------|---------------------|
| Work Force Services | Work Force Service Help Desk | 526-9245 |
| Human Services | ITS Help Desk | 538-3440 |
| Recovery Service (H.K. Building) | ORS Help Desk | 538-8900 |
| Recovery Service (all other areas) | LAN Support Personnel | Local Support # |
| Health | ITS Help Desk | 538-3440 |
| ITS | Customer Services | 538-3448 |
| Ogden Regional Center | Wanda Wintle | 626-3770 |
| Provo Regional Center | Randy Graham | 374-7870 |

Any questions concerning this Technical Bulletin please call Terry Mills at 538-3448